DOD HEARING CONSERVATION PROGRAM MANAGEMENT TOOLS

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PROGRAM MANAGEMENT TOOLS

THE MOST Important tool…

YOU!!

PROGRAM MANAGEMENT TOOLS

For you to be effective,
you must make...

Data-Driven Decisions

PROGRAM MANAGEMENT TOOLS

...and to make data-driven decisions, you need...

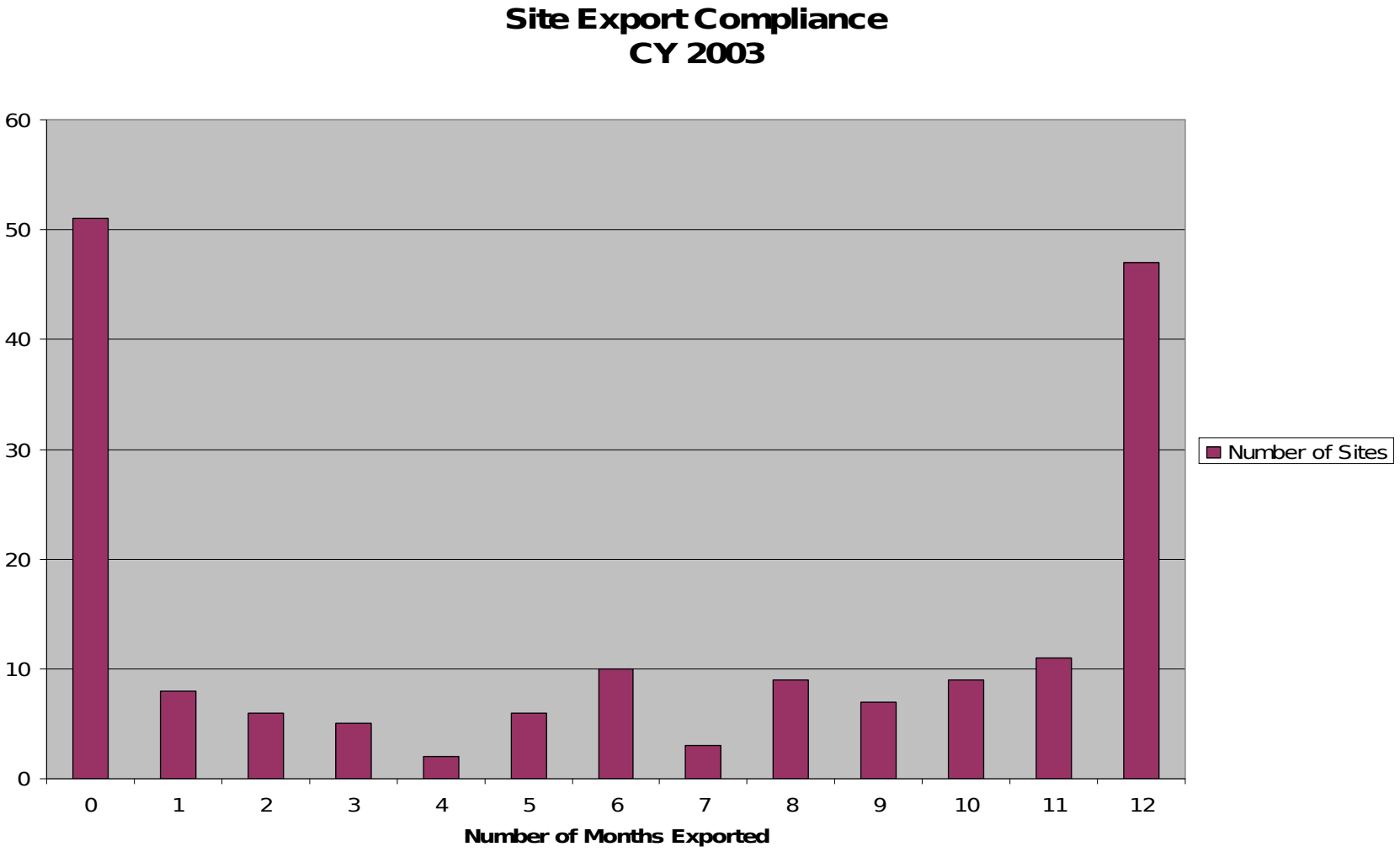
DATA!!!

PROGRAM MANAGEMENT TOOLS

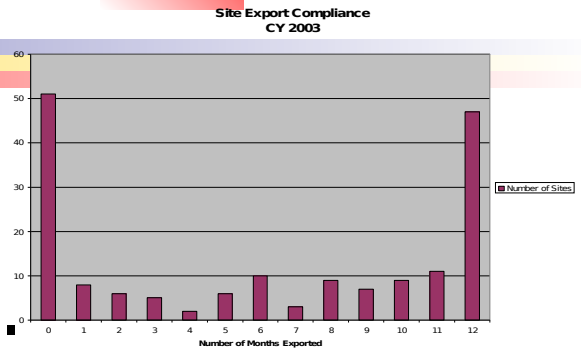
- DOEHRS is THE data source

- Effective DOEHRS use is spotty, at best

PROGRAM MANAGEMENT TOOLS



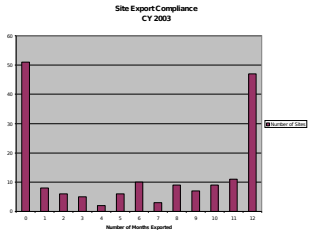
PROGRAM MANAGEMENT TOOLS



- Less than 27% in compliance.
- Less than 55% comply HALF the time
- Nearly 30% have never complied!
- Whose responsibility??

YOURS!!

PROGRAM MANAGEMENT TOOLS



- Questions are:
  - Why?
  - How to assist?

COMMON EXCUSES

1. I had no idea

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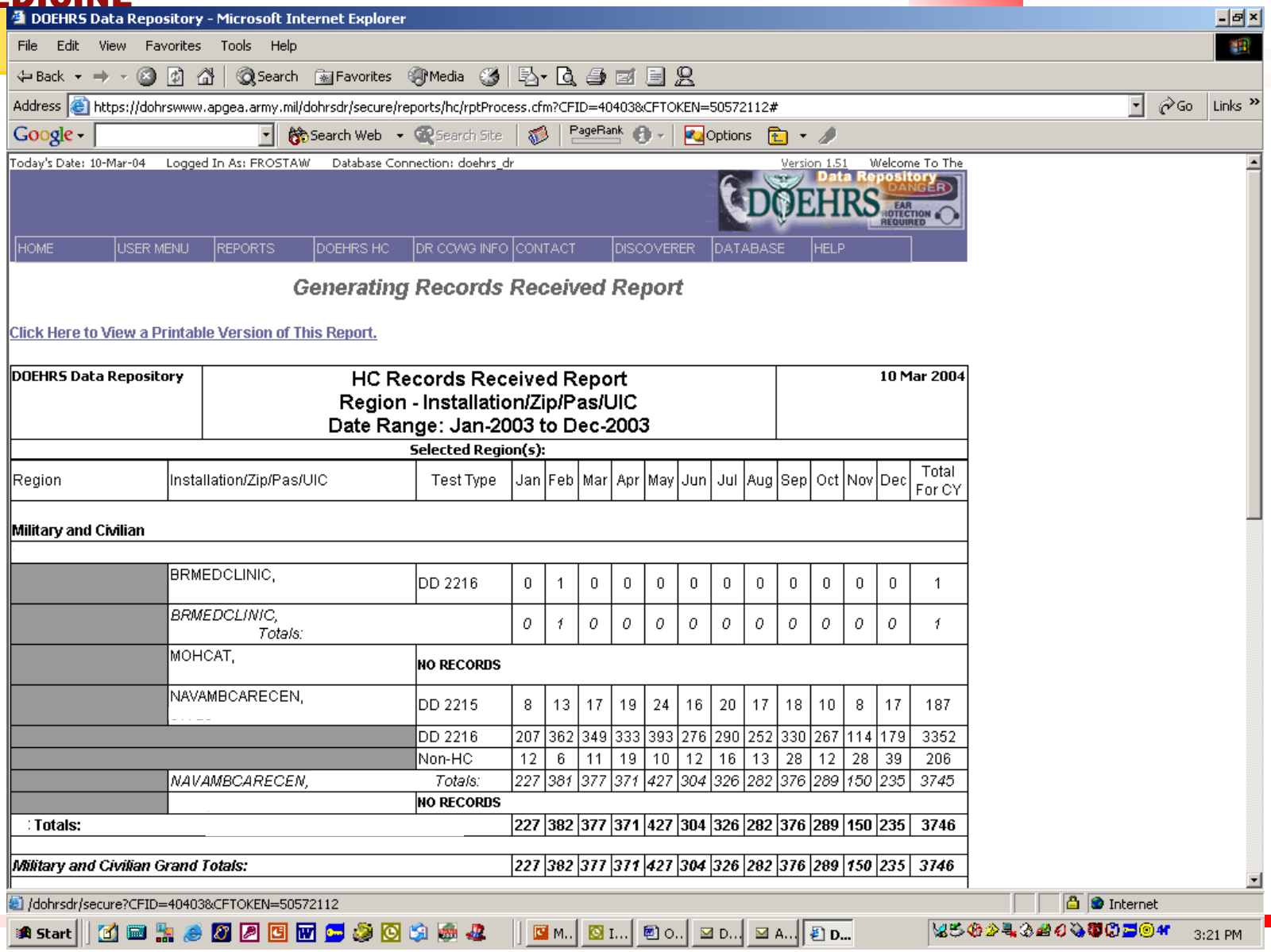

DOEHRS Data Repository - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Media

Address https://dohrswww.apgea.army.mil/dohrsdr/secure/reports/hc/rptProcess.cfm?CFID=40403&CFTOKEN=50572112#

Google Search Web Search Site PageRank Options

Today's Date: 10-Mar-04 Logged In As: FROSTAW Database Connection: doehrs_dr Version 1.51 Welcome To The

Data Repository DOEHRS

HOME | USER MENU | REPORTS | DOEHRS HC | DR CCWG INFO | CONTACT | DISCOVERER | DATABASE | HELP

Generating Records Received Report

Click Here to View a Printable Version of This Report.

DOEHRS Data Repository	HC Records Received Report Region - Installation/Zip/Pas/UIC Date Range: Jan-2003 to Dec-2003	10 Mar 2004

Selected Region(s):

Region	Installation/Zip/Pas/UIC	Test Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total For CY
Military and Civilian															
	BRMEDCLINIC,	DD 2216	0	1	0	0	0	0	0	0	0	0	0	0	1
	BRMEDCLINIC, Totals:		*0*	*1*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*1*
	MOHCAT,	**NO RECORDS**													
	NAVAMBCARECEN,	DD 2215	8	13	17	19	24	16	20	17	18	10	8	17	187
		DD 2216	207	362	349	333	393	276	290	252	330	267	114	179	3352
		Non-HC	12	6	11	19	10	12	16	13	28	12	28	39	206
	NAVAMBCARECEN,	*Totals:*	*227*	*381*	*377*	*371*	*427*	*304*	*326*	*282*	*376*	*289*	*150*	*235*	*3745*
		NO RECORDS													
Totals:			**227**	**382**	**377**	**371**	**427**	**304**	**326**	**282**	**376**	**289**	**150**	**235**	**3746**
Military and Civilian Grand Totals:			***227***	***382***	***377***	***371***	***427***	***304***	***326***	***282***	***376***	***289***	***150***	***235***	***3746***

/dohrsdr/secure?CFID=40403&CFTOKEN=50572112 Internet

Start M.. I... O.. D... A... D... 3:21 PM

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2. The DR always tells me it received my file.

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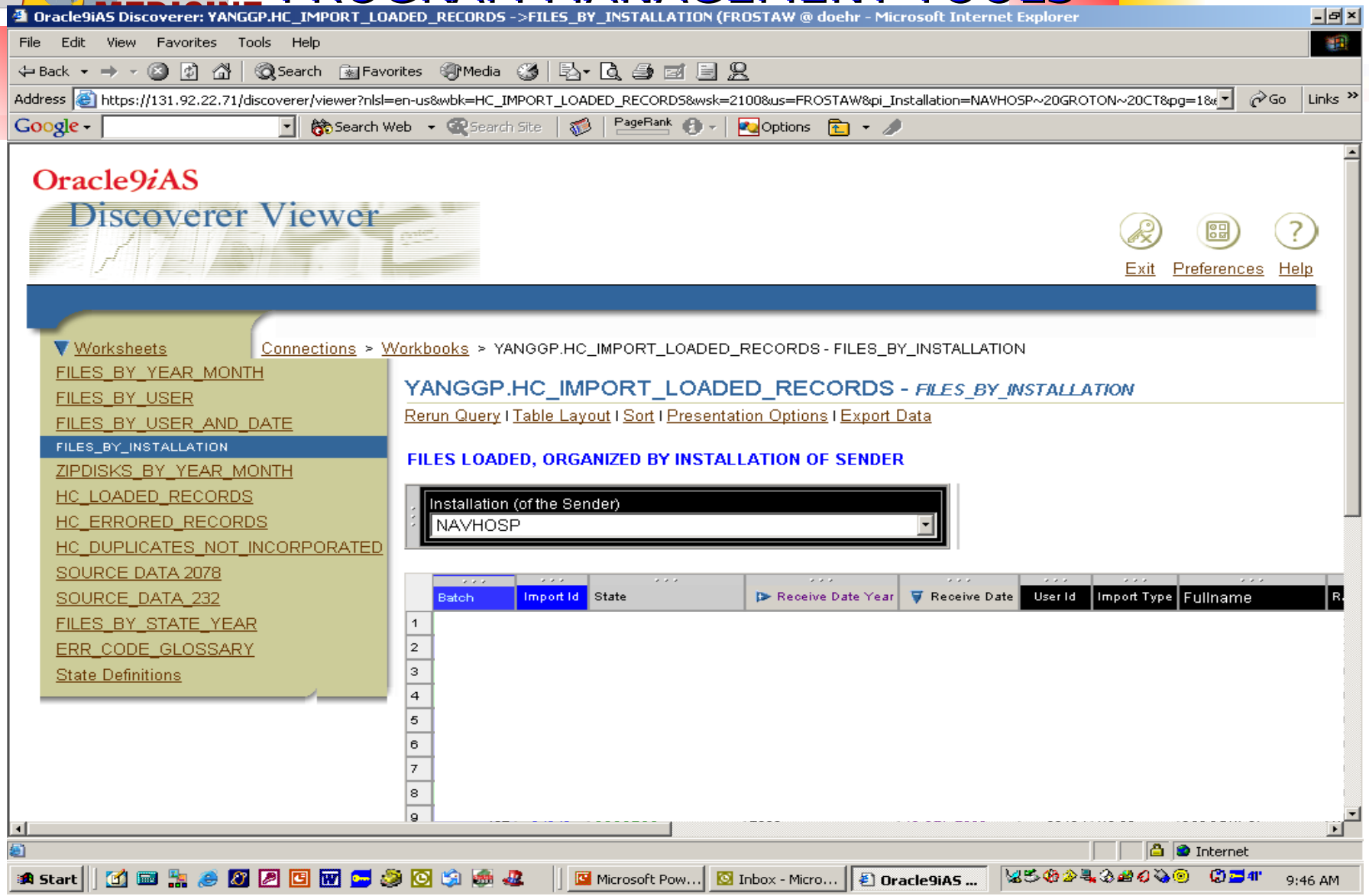
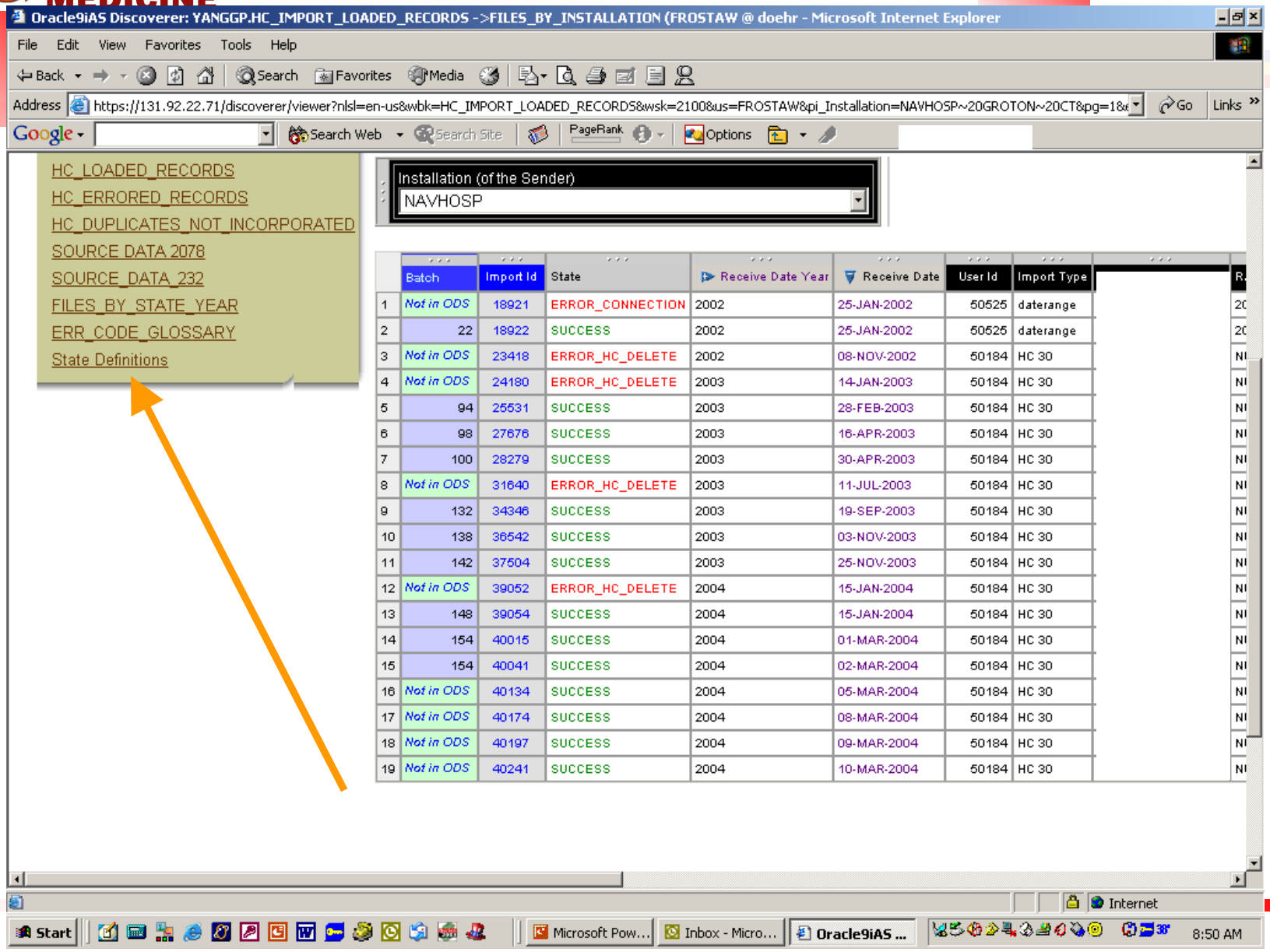
- **It DID receive a file…**
- …but the RIGHT file??
- Examples:
- Sleuthing solution:

PROGRAM MANAGEMENT TOOLS

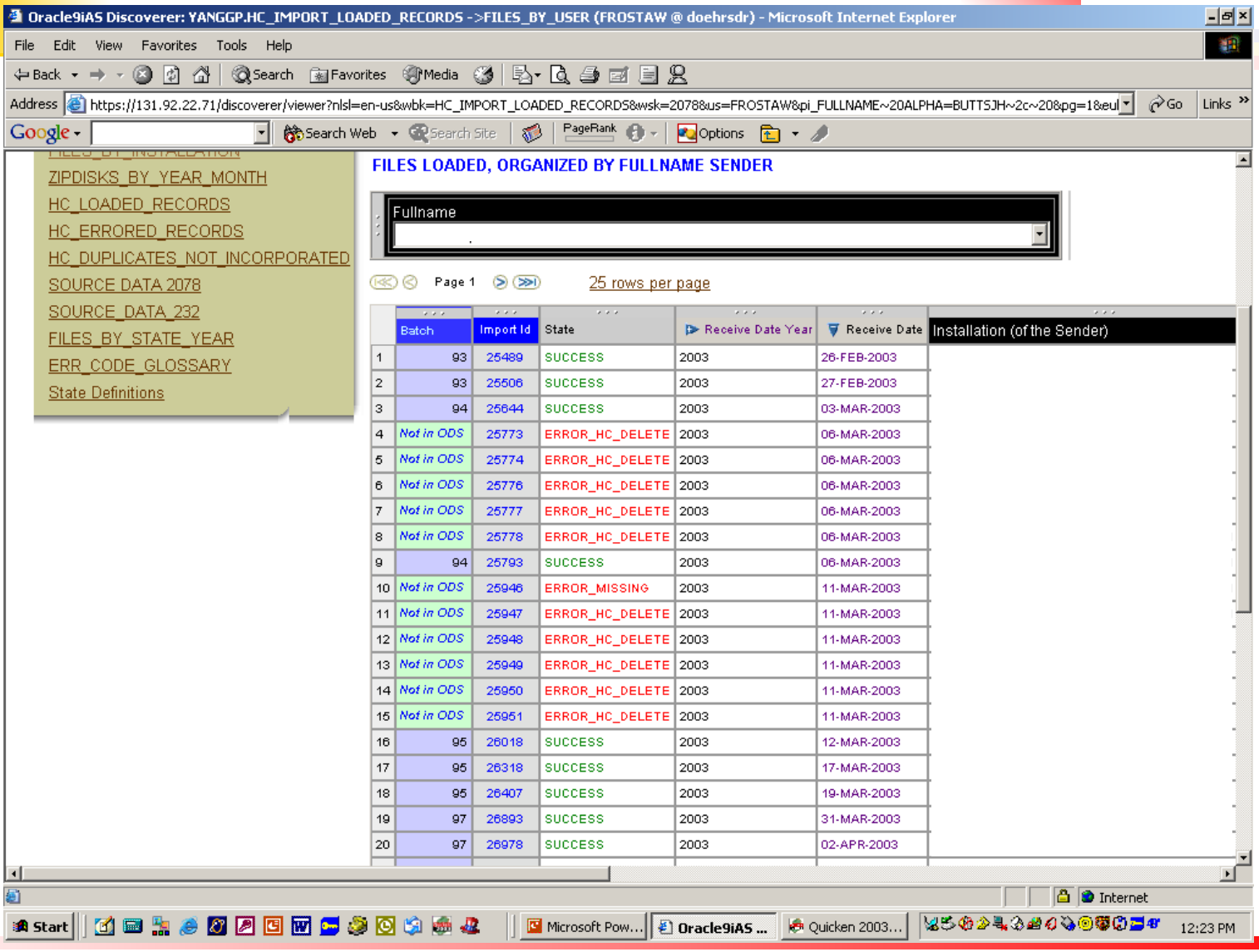


PROGRAM MANAGEMENT TOOLS



	Batch	Import Id	State	Receive Date Year	Receive Date	User Id	Import Type
1	Not in ODS	18921	ERROR_CONNECTION	2002	25-JAN-2002	50525	daterange
2	22	18922	SUCCESS	2002	25-JAN-2002	50525	daterange
3	Not in ODS	23418	ERROR_HC_DELETE	2002	08-NOV-2002	50184	HC 30
4	Not in ODS	24180	ERROR_HC_DELETE	2003	14-JAN-2003	50184	HC 30
5	94	25531	SUCCESS	2003	28-FEB-2003	50184	HC 30
6	98	27676	SUCCESS	2003	16-APR-2003	50184	HC 30
7	100	28279	SUCCESS	2003	30-APR-2003	50184	HC 30
8	Not in ODS	31640	ERROR_HC_DELETE	2003	11-JUL-2003	50184	HC 30
9	132	34346	SUCCESS	2003	19-SEP-2003	50184	HC 30
10	138	36542	SUCCESS	2003	03-NOV-2003	50184	HC 30
11	142	37504	SUCCESS	2003	25-NOV-2003	50184	HC 30
12	Not in ODS	39052	ERROR_HC_DELETE	2004	15-JAN-2004	50184	HC 30
13	148	39054	SUCCESS	2004	15-JAN-2004	50184	HC 30
14	154	40015	SUCCESS	2004	01-MAR-2004	50184	HC 30
15	154	40041	SUCCESS	2004	02-MAR-2004	50184	HC 30
16	Not in ODS	40134	SUCCESS	2004	05-MAR-2004	50184	HC 30
17	Not in ODS	40174	SUCCESS	2004	08-MAR-2004	50184	HC 30
18	Not in ODS	40197	SUCCESS	2004	09-MAR-2004	50184	HC 30
19	Not in ODS	40241	SUCCESS	2004	10-MAR-2004	50184	HC 30

PROGRAM MANAGEMENT TOOLS


Oracle9iAS Discoverer: YANGGP.HC_IMPORT_LOADED_RECORDS ->FILES_BY_USER (FROSTAW @ doehrsdr) - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address https://131.92.22.71/discoverer/viewer?nlsl=en-us&wbk=HC_IMPORT_LOADED_RECORDS&wsk=2078&us=FROSTAW&pi_FULLNAME~20ALPHA=BUTTSJH~2c~20&pg=1&eul
ZIPDISKS_BY_YEAR_MONTH
HC_LOADED_RECORDS
HC_ERRORED_RECORDS
HC_DUPLICATES_NOT_INCORPORATED
SOURCE DATA 2078
SOURCE_DATA_232
FILES_BY_STATE_YEAR
ERR_CODE_GLOSSARY
State Definitions
FILES LOADED, ORGANIZED BY FULLNAME SENDER
Fullname
Page 1
25 rows per page
Batch | Import Id | State | Receive Date Year | Receive Date | Installation (of the Sender)
1 | 93 | 25489 | SUCCESS | 2003 | 26-FEB-2003
2 | 93 | 25506 | SUCCESS | 2003 | 27-FEB-2003
3 | 94 | 25644 | SUCCESS | 2003 | 03-MAR-2003
4 | Not in ODS | 25773 | ERROR_HC_DELETE | 2003 | 06-MAR-2003
5 | Not in ODS | 25774 | ERROR_HC_DELETE | 2003 | 06-MAR-2003
6 | Not in ODS | 25776 | ERROR_HC_DELETE | 2003 | 06-MAR-2003
7 | Not in ODS | 25777 | ERROR_HC_DELETE | 2003 | 06-MAR-2003
8 | Not in ODS | 25778 | ERROR_HC_DELETE | 2003 | 06-MAR-2003
9 | 94 | 25793 | SUCCESS | 2003 | 06-MAR-2003
10 | Not in ODS | 25946 | ERROR_MISSING | 2003 | 11-MAR-2003
11 | Not in ODS | 25947 | ERROR_HC_DELETE | 2003 | 11-MAR-2003
12 | Not in ODS | 25948 | ERROR_HC_DELETE | 2003 | 11-MAR-2003
13 | Not in ODS | 25949 | ERROR_HC_DELETE | 2003 | 11-MAR-2003
14 | Not in ODS | 25950 | ERROR_HC_DELETE | 2003 | 11-MAR-2003
15 | Not in ODS | 25951 | ERROR_HC_DELETE | 2003 | 11-MAR-2003
16 | 95 | 26018 | SUCCESS | 2003 | 12-MAR-2003
17 | 95 | 26318 | SUCCESS | 2003 | 17-MAR-2003
18 | 95 | 26407 | SUCCESS | 2003 | 19-MAR-2003
19 | 97 | 26893 | SUCCESS | 2003 | 31-MAR-2003
20 | 97 | 26978 | SUCCESS | 2003 | 02-APR-2003
Start
Microsoft Pow...
Oracle9iAS ...
Quicken 2003...
12:23 PM

PROGRAM MANAGEMENT TOOLS

- Attributed to the wrong installation??
  - Understand Installation vs UIC/WIC
  - Know where data derives
  - Fix bad records

COMMON EXCUSES

3. The DR is never up.

PROGRAM MANAGEMENT TOOLS

- Downtime every Tuesday, 2200-0200 ET
- DR monitored by impartial, external source every 20 minutes, 24 x 7
- Availability has ranged from 88% to 99% over the past 12 months
- Average availability is 96%

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- Likely factors:
  - Local network speed
  - Login error
  - Incomplete process

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4. I don’t have an internet connection. (My favorite!)

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- Upload from a connected PC.
  - Copy to zip (old PCs)
  - Copy to CD (new PCs)
  - Carry laptop to office and connect

PROGRAM MANAGEMENT TOOLS

- ...But the BEST solution:
- GET a connection!!!
- Use your clout!
  - Frequent visits to CIO
  - Memo up the chain pointing to OPNAVINST
  - Accept no excuses
  - Use every avenue (budget, unfunded requirements, peer comparisons, etc.

PROGRAM MANAGEMENT TOOLS

- Take charge – be a leader
- Look for problems
- Solve them quickly!
- Review the webpage
- Read your mail

- A few representative findings (aka bad examples)

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- Version 3.0.99 delivered June-July 2002
  - Installed February 2004
- Replacement PCs delivered October-November 2003
  - Some still not installed
- Replacement PCs have writable CD Drives
  - Sites still have not bought CD-R supply
  - $0.17 each
  - Zip Disks were $10 each

PROGRAM MANAGEMENT TOOLS

- Records still coming in attributed to incorrect installations.
- Widespread confusion with basic Navy organization – Major Commands, UICs, RUCs.
  - Helpful tools readily available.
- One major site continues to export the wrong file type even after two visits.
- Password discipline not understood, encouraged or enforced.
  - (80+% of Helpdesk calls)

PROGRAM MANAGEMENT TOOLS

- Laptops received January 2004 – Some still not installed.
- Many sites have NEVER downloaded the lookup table updates.
  - Most do it far too infrequently.
- Most sites still limping along with printers that feed multiple pages unless hand fed
  - Complete Repair kit costs $36, takes 30 minutes.
  - Replace feed rollers only for $5, takes 30 minutes.

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- Use available web resources
  - Operating tips
  - UIC finder
  - Printable lookup tables
  - Replacement software
  - Links to other sites
- Pay attention to email

PROGRAM MANAGEMENT TOOLS

We send out messages like this:

8 March

"The newest version of DOEHRS-HC is about to ship. You can expect it to arrive sometime in the next four weeks…

There are many significant enhancements… Details of the changes and enhancements are attached to this email."

PROGRAM MANAGEMENT TOOLS

...and get emails like this:

17 March

What is your website? What's this I hear about another new version of DOEHRS? How different is it from the current version?

PROGRAM MANAGEMENT TOOLS

- LT Bealer and I are available ALL day tomorrow to:
  - Demo the tools shown earlier
  - Demo other available tools
  - Clear up confusion about demographic elements
  - Demo tips and shortcuts
    - CCA-200 and DOEHRS
    - Every menu, left to right, top to bottom
  - Relate Version 3.0.99 to Version 3.1.11

BRING QUESTIONS!

PROGRAM MANAGEMENT TOOLS

Remember:

THE MOST Important tool remains...

YOU!!